



GSX Access

Global Service Exchange (GSX) is needed for technical and procedural resources to repair and support Apple products in the Family Room.

October 2014

Tags	GSX, Global Service Exchange, GSX access, sold-to, permission
-------------	---

Contents

Why are my Permissions not for an Retail Advisor or has a sold-to number?	4
Why does GSX require a Sold-to Account when I apply for access or log in?	5
Account Inactivated - Reapply for Access	5
Do I need a Depot sold-to account?	6
Why can't I see Retail-specific content?	6
How can I find Retail procedures?	7
How do I move certifications to my Retail Advisor account?	7

Requesting Access for New Users

[GSX](#) is the Global Service Exchange website used by Retail and Apple Authorized Service Providers to access technical resources, ranging from Apple Service Guides and Troubleshooting tools to Service Technician training.

Use your AppleConnect ID to log in to [GSX](http://gsx.apple.com) (<http://gsx.apple.com>). You will be shown a web page to apply for access.

Warning: If the **Apply for Access** page doesn't show the **Global** check box or requires a **Sold-to Account**, go to [FAQ](#) for instructions.

1. Leave the Sold-to field blank.
2. Check the **Global** button.
3. For Job Function enter **Retail Advisor** (in English).
4. Check the box to accept the terms of agreement.
5. Click **Submit**.

Once AppleCare receives the request for access, we will approve your GSX-Apple Advisor access within 1 business day.

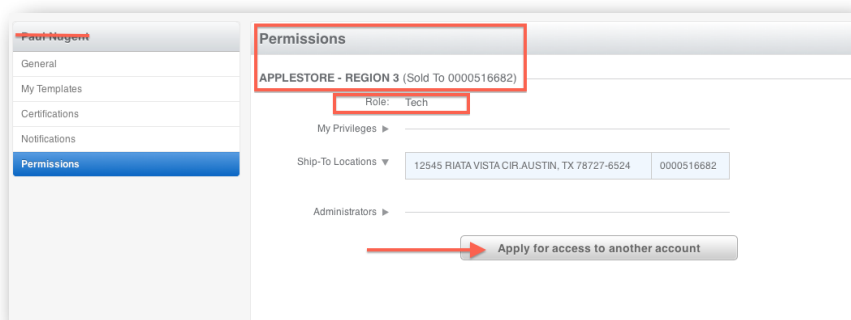
Tip: If your GSX access request remains at **PENDING** more than three business days, email svc.authorize@apple.com from your official, work email address (name@apple.com). In the body of the email, enter your full name, email address and tell them you need **Retail Advisor** access granted.

FAQ

Why are my Permissions not for an Retail Advisor or has a sold-to number?

If your role is Tech, Apple Advisor or has a sold-to number (even if it is for the APPLESTORE), your GSX provisioning is incorrect for a Retail employee.

Disable the GSX Account - AppleCare must disable your current GSX account, then you must apply for access again.



*Tip: Do not use the “**Apply for access to another account**” function at the bottom of the GSX Permissions page. This will not change your job role to Retail Advisor.*

Email svc.authorize@apple.com from your official, work email account. Tell them you need to have the GSX account disabled so you can reapply as a Retail Advisor ,and include this information:

- Your full name:
- Email address:
- Include a screenshot of the Issue/Error message

Why does GSX require a Sold-to Account when I apply for access or log in?

This will happen when an AppleConnect ID is tied to an GSX profile associated with a sold-to account. Make sure you are using the same AppleConnect ID as you use to log into RetailMe. If GSX requires you to enter a Sold-to Account when applying for access or logging in, then you need to request to have that account [disabled](#) , then [reapply](#) for a Retail Advisor access.

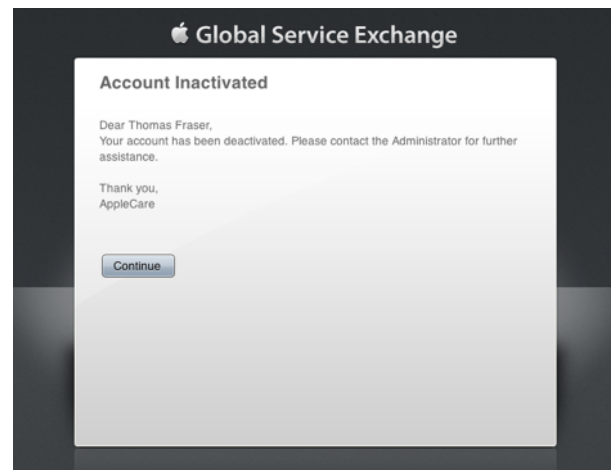
Account Inactivated - Reapply for Access

When you try to log into GSX and see a message indicating your account is inactivated, it means you haven't logged in for over 30 days. When this occurs, you need to send an email to

GSXInternalReactivation@apple.com.

Copy and fill out and this template, then email it from your official work email address:

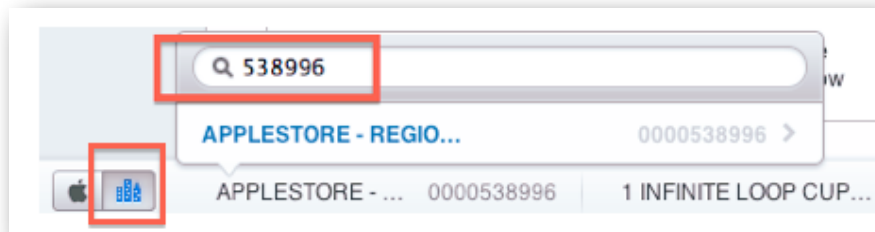
- FULL NAME:
- EMAIL ADDRESS:
- ISSUE/ERROR MESSAGE: For example, "I am an Apple retail employee and my account is inactive. Please re-activate with **Global-Retail Advisor** access."
- Include a screenshot of the Issue/Error message



You will be emailed within 3-5 days when your GSX account has been reactivated.

Why does GSX require a sold-to number to view parts?

You will be prompted to enter a sold-to number for certain functions, such as viewing parts. When you must enter a sold-to number, go to the bottom of the screen and select the external view icon (it looks like skyscrapers). When you're done viewing the content, select the Apple logo to return to your internal view.



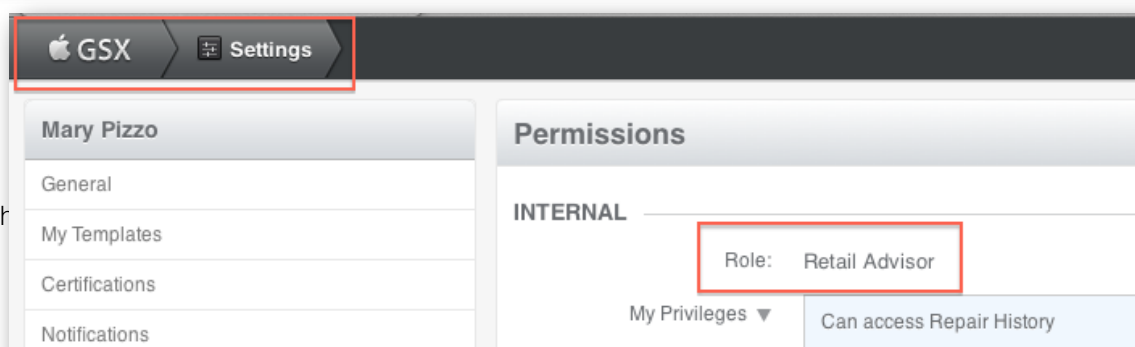
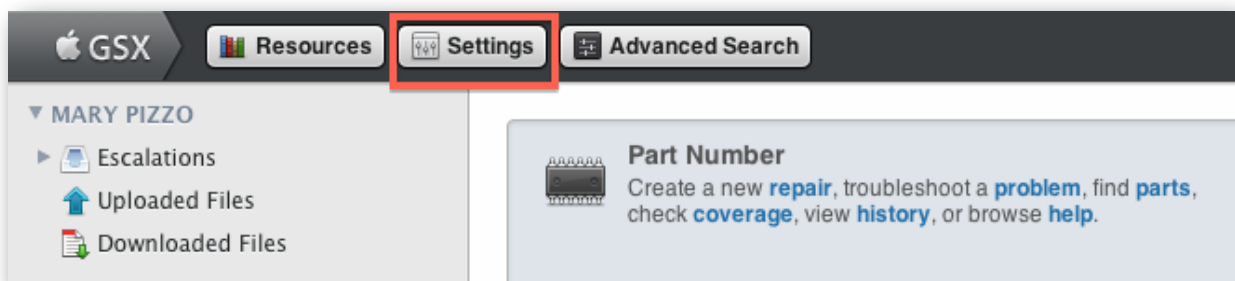
Enter the sold-to number 538996

Do I need a Depot sold-to account?

No, because the Retail Advisor role provides access to all of Apple's depots.

Why can't I see Retail-specific content?

Your role in GSX is most likely set to something other than **Internal - Retail Advisor**. GSX security was added to require that retail content be visible only to users with the Retail Advisor role. To check your role log in to GSX, select **Settings**, and go to the **Permissions** blade.



GSX - Settings

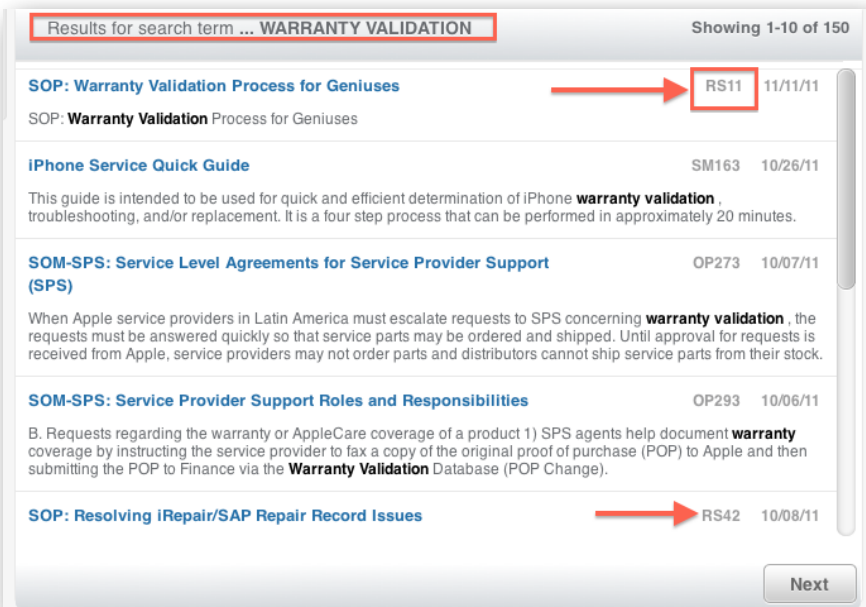
Permissions - Role: Retail Advisor

How can I find Retail procedures?

The best practice is use MobileGenius on iPad to perform KnowledgeBase searches. From within GSX use these methods.

Text Search - Use the GSX search function to look up articles by the title or text. Our retail procedures have a prefix of “RS” so look for those in the search results.

Article Number Search - You can enter the article number in the search field.



How do I move certifications to my Retail Advisor account?

1. Find your TechID and verify your certifications are associated with your internal AppleConnect ID.

- a. Use your internal AppleConnect ID to log into Global Certifications Exchange at certifications.apple.com to find your TechID and your certification records.
- b. If you do not already have a TechID associated with this account it will ask you to fill out a form to create one. Please fill it out accurately and include your official apple.com email address (name@apple.com).
- c. Once you are logged in you will see your TechID displayed in the upper right corner.



- d. If your Tech ID shows your up-to-date certifications no further action is required. If your certifications are not there, you need to find the Tech ID that has the certification records.

2. Find the TechID with your certification records.

Log in to certifications.apple.com using another AppleConnect ID. For many Geniuses it may be their iCloud, MobileMe, or a third-party email address. If you are shown a form to create a TechID it means that AppleConnect ID is not associated with any certifications. You will want to log out and try a different AppleID.

To move those certifications to your new TechID, you must email the certifications team. Copy this email message and complete all the fields before emailing it from your official, work address (name@apple.com) to certifications@apple.com.

Please transfer my certifications to my internal AppleConnect ID:

- TechID associated with my certifications:
- TechID associated for my internal AppleConnect ID:
- My official work email address (name@apple.com):

It will take 7 business days for the move to be complete.

The screenshot shows the Apple GCX Certification page. The top navigation bar includes 'GCX', 'Certification', 'Exams', and 'Profile'. The user's name 'Kirstie Hourigan' and 'USADUM11' are displayed in the top right, with a red arrow pointing to it. The 'Certifications' section is active, showing two tables: 'My Certifications' and 'Available Certifications'. A red arrow points to the 'My Certifications' section header.

Certification Name	Status	Expires On	Days Remaining
MacBook Pro (Retina, Mid-2012) Qualification	Certified		N/A
iOS-iPod Qualified	Certified		N/A
Apple Certified Mac Technician	Certified	11/17/13	299

Showing 1 to 3 of 3 entries.

Certification Name	Status	Expires On	Days Remaining
iMac (Late 2012) Qualification Exam	--		N/A
Family Room Specialist Achievement	--		N/A
WWTS L3	--	06/30/25	4541
MacBook Pro (Retina, 13-inch, Late 2012) Qualification	--	10/25/25	4659

Showing 1 to 4 of 4 entries.

Apple Confidential | Apple Certification Policies | Terms of Use | Contact us

Learn more about GSX

Retail employees use iRepair and MobileGenius to create repairs and order service inventory. We use GSX to see our Retail Procedures, use integrated troubleshooting, access service guides and parts lists, view your certifications, and read Service News.

Training about the features Retail employees use is available in [Atlas](#). You can get to GSX Training from the GSX homepage - Quick Links.

In Atlas, select 'Elective Courses', 'Service Systems' and choose from these GSX Admin Courses:

- Using Resources
- Advanced Search
- Bookmarking Articles

Read [Using GSX in Apple Retail Stores \(RS38\)](#) for more information.

Reporting Issues

Retail employee access (e.g. new Manager or Family Room employee):
svc.authorize@apple.com

Reactivating GSX access (e.g. GSX access is denied due to inactivity):
GSXInternalReactivation@apple.com

External users requiring access (e.g. Joint Venture customers; self-servicing customers): svc.authorize@apple.com

For all other GSX access or usage issues, [chat TCS](#).